FuseTalk Enterprise Edition

Forum User Guide

About FuseTalk Inc.
FuseTalk™ Inc. is the leading provider of online collaboration applications for Macromedia ColdFusion. Flagship product FuseTalk Professional Edition is the leading discussion forum solution for Macromedia ColdFusion in the world and delivers a robust, rich environment for building online communities. FuseTalk Enterprise Edition, built in and for Macromedia ColdFusion MX, is the ideal solution for delivering powerful multiple forums across departments, partners and distributed locations. Two-tier administration, powerful APIs and enhanced database capabilities make FuseTalk Enterprise Edition the most flexible forum solution available today. FuseTalk Virtual Meeting, designed specifically for FuseTalk Enterprise Edition, leverages Macromedia Flash Communication Server to deliver streaming, interactive video, audio, chat and whiteboarding tools that turn forums into effective, inexpensive virtual workspaces. For more information, please visit www.fusetalk.com.

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Chapter 1 – Welcome to FuseTalk Enterprise Edition 1.0

In this Chapter:
- Introduction
- FuseTalk's Main Interface
- About the Main Navigation
- About Categories
- Category Folder Icon Descriptions

Introduction

The FuseTalk products are the world's leading discussion forum solutions for the ColdFusion environment. FuseTalk Enterprise Edition is the premier version of FuseTalk, designed to bring true enterprise-level collaboration to forum users through increased speed and performance, exciting new features, enhanced flexibility and even greater ease-of-use.

NOTE: When the following icon "☑" is displayed beside text, this means that the feature might be or might not be available depending on the administrators option of turning this feature on or off for the forum.

FuseTalk's Main Interface

Every FuseTalk forum has the same basic main interface. When you enter a NEW FuseTalk Forum for the first time, you will see a forum similar to the one in the diagram below (see Figure 1-1).   There are numerous aspects to the interface, including:

- **Logo** – this can be hyperlinked.
- **Main Navigation** – tabs for entering other key areas within the forum.
- **Categories** – managers a grouping of topics.
- **Footer Information** – copyright information or any other pertinent information.
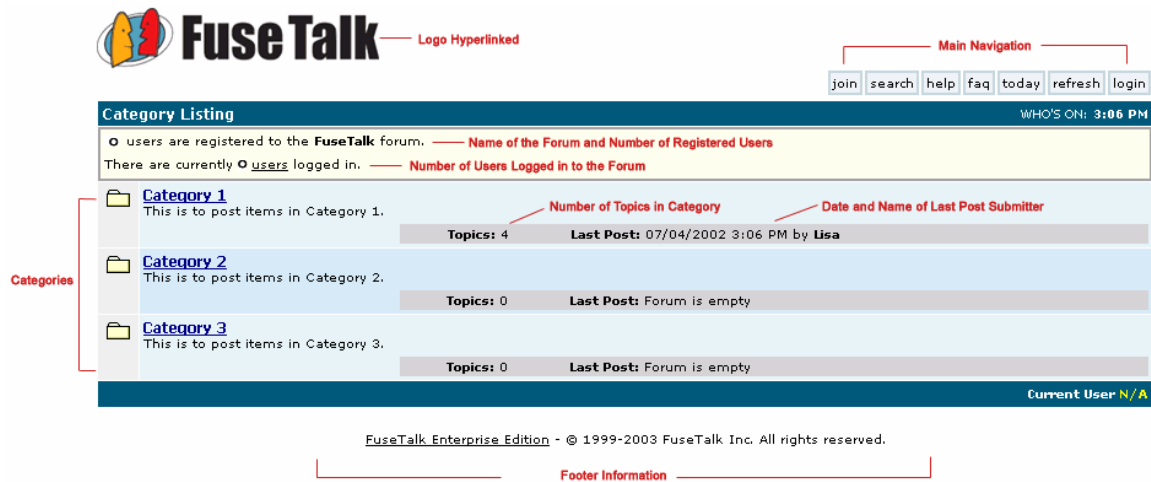- **And much more….**

Figure 1-1: FuseTalk Discussion Forum Main Interface

About the Main Navigation

The *main navigation* can have up to seven different sections, depending on which features the Administrator has turned on or off (see Figure 1-2).

- **Join** – allows you to register for a forum in order participate, post new topics, reply to other peoples' topics, edit messages, receive e-mail notification of replies to messages, etc.
- **Search** – allows you to search messages.
- **Help** – allows you to access online help.
- **FAQ** – allows you to access FAQs provided by administrators. ☑
- **Today** – allows you to access a special Today section where you can read new announcements, subscribe to lists, see the hottest topics, review the latest messages, etc. ☑
- **Refresh** – allows you to refresh the current page.
- **Login** – allows you to login to a forum if you have already joined.

Figure 1-2: FuseTalk Discussion Forum Main Navigation before Joining

About Categories

A category manages your topics into sections or groupings. This is a way of sorting your topics logically.

Category Folder Icons Descriptions

Beside each category is a folder icon that describes the properties of the category;

| Icon	Description
	Plain Folder Icon - no status associated with this icon.
	New Messages Folder Icon - new topics have been posted in this category since your last visit.
	Locked Category Icon - category is locked to general users. Once you login to the forum, you will see this icon if you have access to the locked category. If you do not have access to the locked category, you will not see the icon or the category itself.
	Locked New Messages Category Icon - category is locked to general users, and new topics have been posted since your last visit. Once you login to the forum, you will see this icon if you have access to the locked category and there are new messages. If you do not have access to the locked category, you will not see the icon or the category itself.

Chapter 2 – Getting Started

In this Chapter:
- Why should I join?
- How do I join a forum?
- Join Screen Field Descriptions
- How do I participate in a forum?
- Help lost my username and password!

Why should I join?

In order to use all the available features and functions of the forum, you must join as a member, unless the forum allows <u>anonymous</u> access. As a member, you are allowed to:

- Post new topics
- Reply to other people's topics
- Edit your messages
- Receive e-mail notifications of replies to messages and topics you specify ☑
- Send private messages to other members ☑
- Set up a 'buddy-list' to quickly see which of your friends are currently online☑
- And much more……

How do I join a forum?

To participate in the forum, you will need to join the forum. Click the " join " button to do so. The Terms and Conditions for using the forum will be presented☑. Once you have accepted these Terms and Conditions, you will see a page similar to the following diagram (see Figure 2-1).

Figure 2-1: FuseTalk Discussion Forum Join Interface

To join, simply provide the necessary information on the form to create a profile of yourself. Required fields are marked with an asterisk (a description of each field is provided below). When all the mandatory information is provided, complete your request by selecting the "Join NAMEOFFORUM Forums!" button. Once you have submitted your profile, your login information will be e-mailed to you. It is therefore important to provide a valid e-mail address.

Once you have completed the join process, proceed to the " login " page to login to the forum.

Join Screen Field Descriptions
The following is a list of some of the standard fields on the "Join" page and their definitions. The fields with asterisks are required.

Field	Description
First Name ✶	your first name.
Last Name ✶	your last name.
Username ✶	your username for logging in to the forum (e.g. jsmith).
City	the city in which you reside.
Province/State	the province or state in which you reside; if it is not listed, choose "Other".
Country	the country in which you reside.
Time Zone	for the convenience of those not in the same time zone as the forum server, you can select your time zone. All topic and message times will then be displayed in your time zone.
Website	your website address.
ICQ #	if you have an ICQ(I Seek You) number, enter it here. ICQ is a program you can download that will let you know when friends and contacts are online on the Internet. ICQ allows you to chat with them.
AIM	if you have an AIM (AOL Instant Messenger) number, enter it here. AIM is a program you can download that will let you know when friends and contacts are online on the Internet. AIM allows you to chat with them.
E-mail Address ✶	your e-mail address.
Profile Visibility	if enabled, attaches an icon to each message you post allowing other users to view your profile information.
E-mail Visibility	if enabled, allows users to see your e-mail address in your profile and in other areas of the forum.
Signature	your signature block, which will appear below each message you post. e.g. John Doe CEO John Doe Corporation
Author Icons☑	you can choose to have a personal "author" icon that is associated with your username. The icon will appear above your username every time you post a message. Use this feature to view the available icons and make your selection.
Additional Questions☑	there might be questions that appear that have been created solely by the Administrator of the system. They are additional questions. Eg. Questions like "Where did you hear about this forum?" or "What operating system are you using?" could be questions the administrator could add.

How do I participate in a forum?

To participate in a forum you must be logged into the forum. If the forum allows anonymous login you do not require logging in to participate. To log in to the forum, select the menu tab labeled " login ". Enter the username and password that was sent to you via e-mail, and select the 'Login' button.   The checkbox, titled 'Remember my login', will store your login information in a cookie, so that you will be logged in automatically when you return to the forums the next time.

Help lost my username and password!

If you forget your username and password, you can select the 'Forget your login information?' link on the " login " page (see Figure 2-2). Enter your registered e-mail address, and your password and username will be automatically e-mailed to you.

Figure 2-2: FuseTalk Forget your Login Information Location

Chapter 3 – Profiles and Personal Options

In this Chapter:
> How do I change my profile information?
> Additional Personal Options
> Additional Personal Options Screen Field Descriptions
> How do I get a picture above my username?

How do I change my profile information?

It is your responsibility to keep the information in your profile up-to-date. You should especially ensure that your e-mail address is kept current. You can alter any of the fields in your profile, except your username. Once you have registered your username, it becomes yours for life. In extreme circumstances, you may request that the administrator change your username.

Once you have joined a forum, a NEW navigation button appears called " profile " (see Figure 3-1). This button will appear any time you are logged in to the forum.
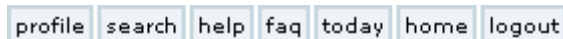
profile search help faq today home logout

Figure 3-1: Main Navigation once Logged in to a Forum

Select the " profile " button and your profile will appear. Update any of the information except your username and select the "Update Profile" button to update your profile information.

Additional Personal Options

You can also use your profile to manage personal options if these have been allowed by the administrator☑.   Personal options are additional features that you as a user can enable, disable or modify. Select the " profile " button from the navigation menu and your profile will appear. On your profile at the top will be a tab called " Personal Options " select this tab to view your personal options (see Figure 3-2).

Figure 3-2: Profile Personal Options Screen Interface

Personal Options Screen Field Descriptions

The following is a list of some of the standard fields on the "Personal Options" page and their definitions:

Field	Description
Profile Visibility	allows other users to view your profile by clicking on an icon that appears on every message you post.
E-mail Visibility	allows other users to see your e-mail address if you have turned Profile Visibility "on."
Receive Private Messages ☑	allows other users to send you private messages using FuseTalk's private messaging module.
Receive Video Conference Requests☑	allows other users to request to have a video conference with you.
Receive Private Chat Requests☑	allows other users to request to have a private chat with you.
Receive Whiteboard Requests☑	allows other users to request to have a whiteboard session with you.
Allow Others to Rate You ☑	allows others to rate you on a scale from 1 to 10, in regards to the messages you post.
Buddy List ☑	allows you to build and view a list of buddy names for private messaging.
Days back to view topics for☑	specifies the number of days back you wish to view topics in the forum.
Topics Per Page ☑	specifies the number of topics you want to have displayed per page when you enter a category.
Messages Per Page ☑	specifies the number of messages you want to have displayed per page when you enter a topic.
Color Themes ☑	specifies the color theme in which you want the forum to be viewed.
Discussion Interface Type ☑	standard mode will remove all graphics, such as emotion icons and [img] tags, from the messages. Some functionality icons will remain.

Subscription Delivery ☑	allows you to receive your topic subscriptions by the private message system or e-mail. Note: If you select "Private Messages", private messages must be enabled in your profile.
Editor Type ☑	allows you to specify the editor you wish to use when managing messages. A WYSIWYG (What you see is what you get) is a program that uses a graphical interface.
Please choose your preferred language	if multiple language packs are installed, you can choose which language you would like your forum interface to use.
Category Blocking ☑	allows you to hide categories in the forum that do not interest you. Once selected, these categories will no longer be displayed when you log in to the forum.
Category Subscriptions ☑	allows you to subscribe to categories. If any new messages are submitted to the category you specified, you will be notified by e-mail.

How do I get a picture above my username?

These small images are called *Author Icons*. They are displayed above your username on all messages that you make. If the administrator has provided a set of Author Icons and Author Icons are enabled ☑, you may apply the Author Icons in your profile area. Proceed to your profile area and select your "Author Icon" of choice from the drop-down menu (see Figure 3-3).
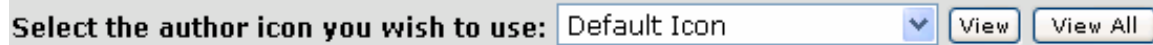
Select the author icon you wish to use: | Default Icon | ∨ | [View] [View All]

Figure 3-3: Author Icon in Profile Area

Chapter 4 – Searching

In this Chapter:

How do I do a search?

There are two ways in which you can search for forum information; selecting the
" search " button in the main navigation area for an advanced search or by using the
single keyword search function available in each category.

Searching the forum with full-text function

By selecting the " search " button from the main navigation area (see Figure 4-1), you
can conduct a fuller search of the forum.

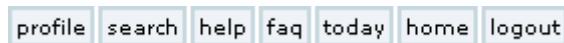profile   search   help   faq   today   home   logout

Figure 4-1: Main Navigation once Logged in to a Forum

Depending on what the administrator ☑ has specified and the type of database the
system is using, the search function is either full-text or non full-text.

Full-text search searches the body and thread titles, whereas a non full-text search
just searches the thread titles. Full-text search also allows Boolean logic, which
consists of three operators: AND, OR, NOT. (see Figure 4-2)

Figure 4-2: Search Screen

Full-Text Search Screen Field Descriptions

The following is a list of the fields on the "Full-Text Search" page and their definitions:

Field	Description
Search Phrase	enter your search criteria here. What is it you are searching for? User can use Boolean logic which will search all aspects.
Author	filter your search by author name. You can also search for messages ONLY by the author name.
Which messages?	allows you to search current or archived messages.
Forum Categories	select the categories that you want to search from the list.
Only search topics that have been answered	select if you only want to search messages that have reply messages.
Filtering	filter your search by date: a) Use the drop down menu and select how many days prior to the current date; or b) Use the calendar icon ▦ ▾ and enter a start and end date of the message/topic.
Forum User Search	search for a user in the forum. Search results will display the user and methods of communication, if they have enabled their profile information.

Boolean Logic Explanations

In Boolean searching, operators are used to do searches between two words or other values.

| Boolean Examples	Boolean Logic	Boolean Results
I need information on FuseTalk	OR	FuseTalk OR FuseTalk's
I'm interested in FuseTalk Enterprise Edition	AND	FuseTalk AND Enterprise
I'm interested in FuseTalk, but not Oracle	NOT	FuseTalk NOT Oracle

Searching the forum with non full-text function

Remember, depending on what the administrator has specified and the type of database the system is using, the search function is either full-text or non full-text.

A non full-text search searches the thread titles and generally simple and straightforward to use. (see Figure 4-2)

Non Full-Text Search Screen Field Descriptions

The following is a list of the fields on the "Non Full-Text Search" page and their definitions:

Field	Description
Search Phrase	enter your search phrase here. What is it you are searching for?
Author	filter your search by author name. You can also search for messages ONLY by the author name.
Which messages?	allows you to search current or archived messages.
Forum Categories	select the categories that you want to search from the list.
Only search topics that have been answered	Select if you only want to search messages that have reply messages.
Filtering	filter your search by date: a) Use the drop down menu and select how many days prior to the current date; or b) Use the calendar icon ▦ ▾ and enter a start and end date of the message/topic.
Forum User Search	Search for a user in the forum. Search results will display the user and methods of communication, if they have enabled their profile information.

Chapter 5 – Understanding Topics

In this Chapter:
- What is a topic?
- Topic Screen Descriptions
- Topic Folder Icon Descriptions
- Topic Rating Icon Descriptions

What is a topic?

A topic consists of the original message and all the replies underneath. A topic can also be called a "thread." (see Figure 5-1)
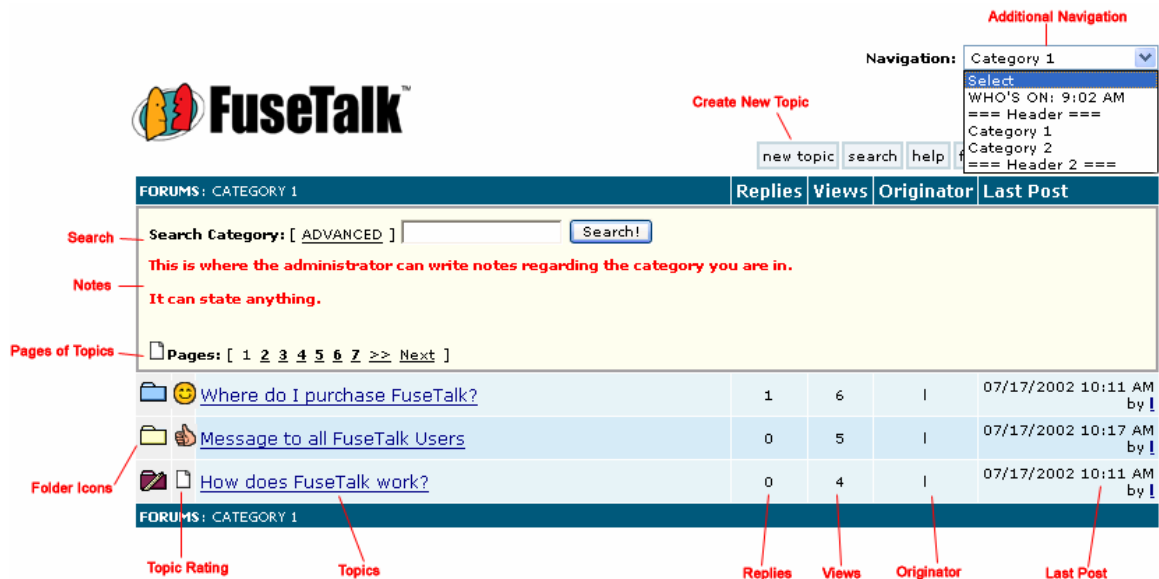
Figure 5-1: Topic Screen

Topic Screen Descriptions

When you enter a category, you'll be presented with all of the topics that have been started. You will see a page similar to the following diagram (see Figure 5-2).   The title of each topic is taken from the original message that started the topic.

Figure 5-2: FuseTalk Topic Screen Interface

You will notice numerous aspects to the page;

Field	Description
Create New Topic	to post a new topic.
Additional Navigation	to move quickly from category to category. Includes "WHO'S ON" option to see who currently is online within the forum.
Search	to keyword search all aspects of the category. There is also an ADVANCED feature where you can find a more detailed search page.
Notes ☑	area where the administrator can provide notes on the category.
Pages of Topics	a certain number of topics are displayed per page. If that number is exceeded, you can view other topics by selecting the next page of topics.
Folder Icons	describes the properties of the topic (see next section).
Topic Rating ☑	a visual expression of the topic originator's feelings about his message. If the originator does not select an icon, then the default icon is displayed. The administrator must enable this feature.
Topic Title	a short description of the topic.
Replies	indicates the number of messages in the topic. Includes the original message and all the subsequent replies.
Views ☑	indicates the number of times the topic has been viewed. Each time the topic is viewed, the number is incremented by one.
Originator	indicates the username of the topic originator.
Last Post	indicates the date, time and username of the user who posted the last message within the topic.

Topic Folder Icon Descriptions
Beside each topic is a folder icon that describes the properties of the topic;

Icon	Description
	Plain Topic Icon - no status associated with this icon.
	New Messages Topic Icon - new messages posted in this topic since your last visit.
	Alert Topic Icon - topic contains important information for you to read.
	Alert New Messages Topic Icon - new messages have been posted in this alert topic since your last visit.
	Locked Topic Icon - topic has been locked and no further messages can be posted.
	Question Answered Icon - this question has been answered. ☑
	Question Answered New Messages Icon - new messages that has been answered since your last visit. ☑

Topic Rating Icon Descriptions

An icon, rating the topic originator's feelings about his/her message. If the originator does not select an icon, then the default icon is displayed. The administrator must enable this feature, below are some examples of rating icons.

Icon	Description
	Default Icon
	Thumbs Up
	Thumbs Down
	Question
	Alert
	Smile
	Grin
	Confused
	Cool
	Angry
	Sad

Chapter 6 – Understanding Messages

In this Chapter:
- [What is a message?](#)
- [Message Screen Descriptions](#)
- [Additional Feature Descriptions](#)
- [Message Navigation Descriptions](#)

What is a message?

A message is a word communication sent by one person to the other users. It can be an original message that starts a new topic or it can be a reply within an existing topic. Messages are sometimes also called "posts."

Message Screen Descriptions

When you select a topic from the list, you'll be presented with all of the messages for that topic. You will be displayed a page similar to the following diagram (see Figure 6-1).
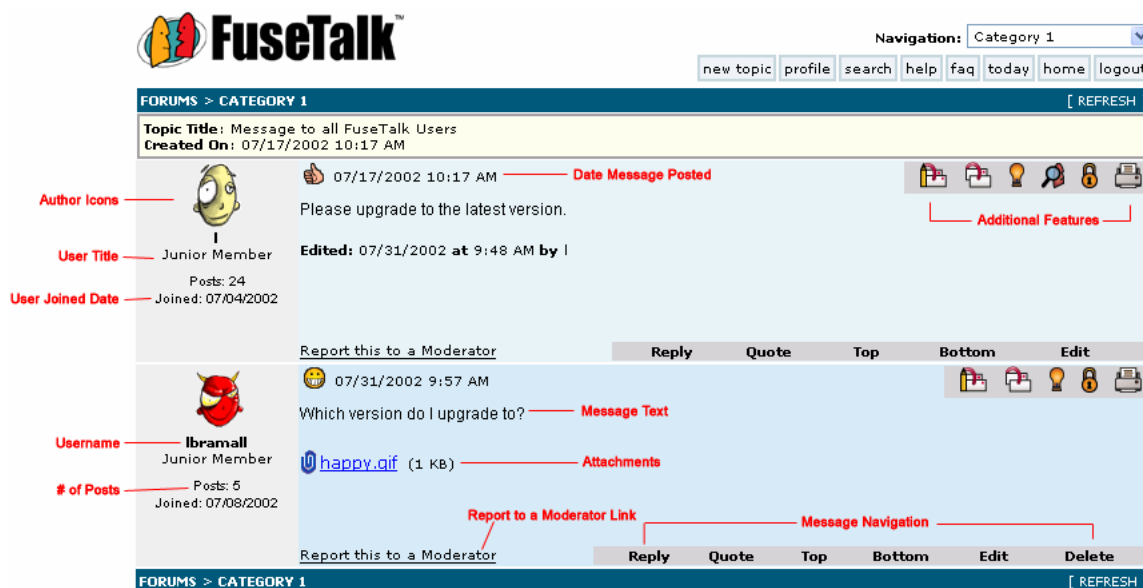
Figure 6-1: FuseTalk Messages Screen Interface

You will notice numerous aspects to the page;

Field	Description
Author Icons ☑	your personal icon that you can select within your profile.
User Titles ☑	your title based on the number of messages you have submitted. This feature must be enabled by the administrator, who also defines the title criteria.
User Joined Date	the date you joined the forum.
Username	the username you go by.
# of Posts	the number of messages you have submitted in the entire forum.
Date Messages Posted	the date on which the message was posted.
Additional Features ☑	these depend on which features you or the administrator has enabled or disabled. These features are the ability to subscribe to topics, to e-mail topics to other people, to see if the user is currently online or offline, to view the user's profile, to send a private message to a user or to print the message in a text format.
Message Text	the body text of the message.
Attachments☑	links to any attachments that have been added to the message.
Report to a Moderator☑	allows you to report any issues, questions, concerns to the moderator of the forum. A message will be sent to him.
Message Navigation	allows you to navigate and respond to messages.

Additional Feature Descriptions

The following is a list of the icons on the "messages" page and their definitions:

Icon	Description
	Subscribe Icon - allows you to subscribe to the topic; if any new messages are posted, you will be notified via e-mail or private messaging depending on your profile settings. ☑
	E-mail Topic Icon - allows you to send the URL link to this topic to someone else by e-mail. ☑
	Chat Icon – indicates that the user is accepting private chat. ☑
	Video Chat Icon – indicates that the user is accepting video chat. ☑
	Whiteboarding Icon – indicates that the user is accepting whiteboarding discussions. ☑
	User Logged In - indicates that the user is logged in to the forums.
	User Not Logged In - indicates that the user is not logged in to the forums.
	View Profile Icon - allows you to view the profile of the user who posted the message. (This will only be displayed if the user has allowed user to view their profile.) ☑
	Private Messaging Icon - allows you to send the user (who posted the original message) a private message that can only be read by him. ☑
	Print Topic Icon - allows you to view text version of the topic and print it.

Message Navigation Descriptions

The following is a list of actions on the "messages" page and their definitions:

Text	Description
Reply	allows you to reply to the message.
Quote	allows you to quote the message. Quote will attach the original message along with your message.
Top	allows you to quickly jump to the top if there is a large number of messages within the topic.
Bottom	allows you to quickly jump to the bottom if there is a large number of messages within the topic.
Edit	allows you to edit the message. You can only edit messages if you are the originator of the message, so this will only display if that is the case.
Delete ☑	allows you to delete the message. You can only delete your own messages; this option is only available if the administrator turns it on.

Chapter 7 – Posting, Replying, Editing, Viewing Messages and Topics

In this Chapter:

How do I create a new topic?

To create a new topic, enter into a category in which you want to post to and click the ' new topic ' tab on the main navigation. The Post a Message form will appear (see Figure 7-1).

Use this form to enter the message title and message text. Select the 'Post Message' button when completed. See below for a list of fields in the below form and their descriptions.

Above the message box, you will see a text toolbar. This toolbar allows quick access to bolding text, changing font to italics, underlining text, and putting links around words/sentences. For a full description of these symbols, click on the 'symbols' link at the bottom of the form.
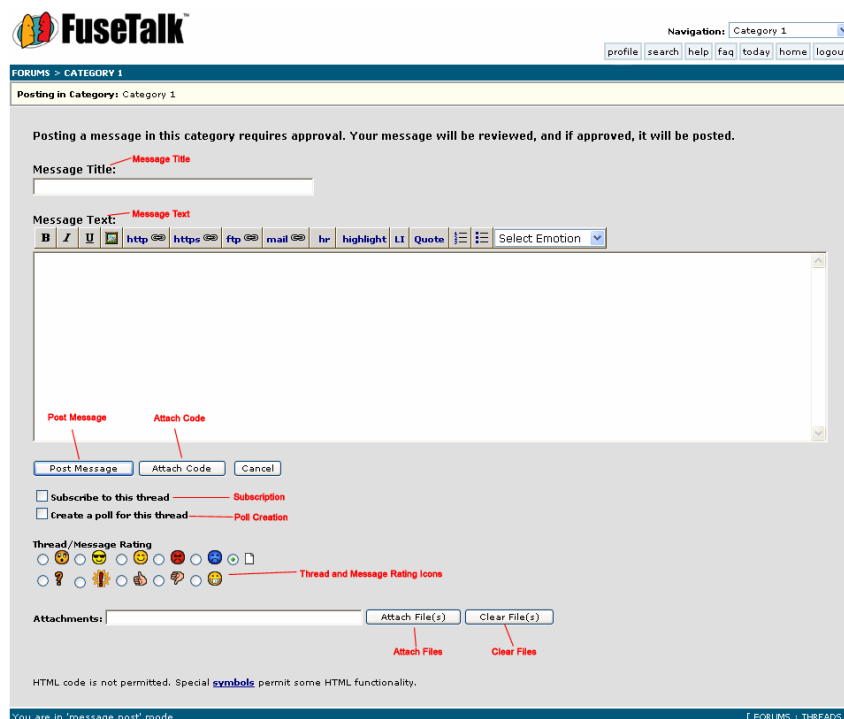

Figure 7-1: FuseTalk Post a Message Screen Interface

Posting a New Topic Screen Field Descriptions
The following is a list of the fields on the "Post a Message" page and their definitions:

Field/Function	Description
Message Title	the title of the message.
Message Text	the body of your message.
Post Message	allows you to submit message once all settings and message text are complete.
Preview	allows you to see what your message will look like.
Attach Code ☑	click on this button to attach formatted text to your message. Note: this option will only appear if code attachments are enabled for that category by the administrator.
Subscribe to this Topic ☑	allows you to subscribe to the topic; if anyone replies to your new message, you will be notified via e-mail or private message depending on your selection in your profile.
Create a poll for this topic ☑	allows you to create a poll for your topic. Note: this option will only appear if polls are enabled by the administrator.
Topic/Message Rating ☑	allows you to add an icon that best describes the mood of your message. Note: this option will only appear if topic/message ratings are enabled for that topic.
Attach File(s) ☑	allows you to attach multiple files to your message. Note: this option will only appear if attachments are enabled for that category.
Clear File(s) ☑	allows you to remove any attachments to your message. Note: this option will only appear if attachments are enabled for that category.

Replying to a Message
To reply to a message/topic, click the 'Reply' or 'Quote' button located in each message within a topic. The difference between the two options is that by pressing the 'Quote' button, the original message is automatically added to the beginning of your reply message.

Editing a Message
You can only edit messages that you have posted/created. To do this, navigate within the forums to locate your posted message. At the bottom right of the message, there is an 'Edit' link. Click on this link and the Edit Message form will appear.

Viewing a Message
To view messages in the forum, navigate into a category and click on a topic that interests you. A list of messages will appear. If the number of messages in that topic exceeds the number of messages that you've allowed to be displayed per page, you will see page numbers at the top and bottom of the screen. This will assist you in navigating through the page(s) of messages.

Chapter 8 – Private Messages

In this Chapter:
- [What is a Private Message?](#)
- [Entering the Private Messaging Center?](#)
- [Private Message Center Screen Descriptions](#)
- [Using the Private Message Center](#)

What is a Private Message
Private Messaging allows users to send each other messages that can only be read by the recipient.   This feature is managed and viewed in an area separate from the forums.

Entering the Private Message Center?
The administrator will determine whether the forum will support private messaging. If the administrator as turned private messaging ON, you still have the ability to opt out in your profile. (see section for more details - [How do I change my profile?](#)).

If the administrator has turned private messaging ON and you have opted in, you will see a NEW icon within your forum area 🔒 that gives you access to your Private Messaging Center (see Figure 8-1).
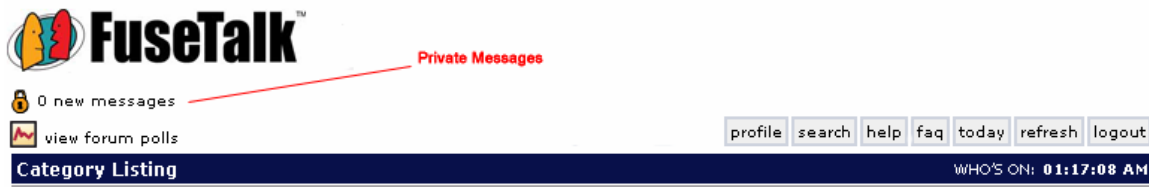

Figure 8-1: Private Message System Entrance

Private Message Center Screen Descriptions

The private messaging system is a Flash based system. Below is a diagram of what the Private Messaging System looks like (see Figure 8-2).

Figure 8-2: Private Message Screen Interface

The following is a list of the standard fields on the "Private Messaging" page and their definitions:

Field	Description
Banning List	bans messages from usernames that you specify.
Buddy List	displays a list of usernames that you define as buddies to make private messaging faster and easier. Your buddy list also appears as a floating window in the forum area.
Send Private Message	type in the username of the user you wish to send a private message to.
Search for User	search for the username of the user you wish to send a private message to.
Private Message User History	displays the history of your messages by username.
Messages	area in which you can view all of your messages. You can view who the message is from, when received, and you can also manage your messages by reading or deleting them.

Using the Private Messaging Center

Add a Username to the Buddy List
1. Open the Private Message Center.
2. Select the "BUDDY LIST" hyperlink in the bar below the main navigation of the forum.
3. Type the username of the user you are adding in the 'Name' field (see Figure 8-3).
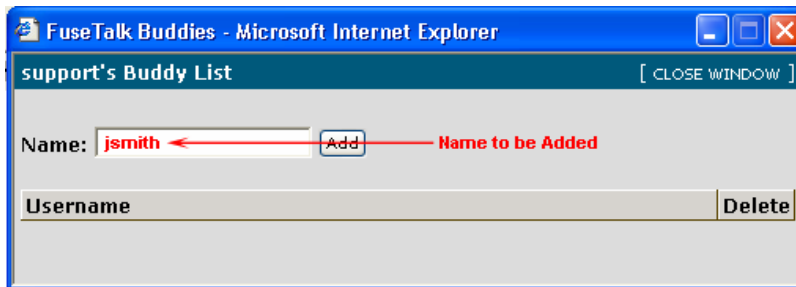4. Select the 'Add' button.

Figure 8-3: Adding a Username to the Buddy List

Remove a User from the Buddy List
1. Open the Private Message Center.
2. Select the "BUDDY LIST" hyperlink in the bar below the main navigation of the forum.
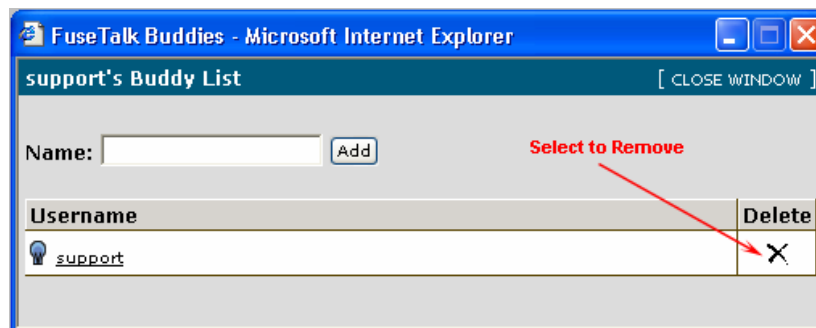3. Select the "X" beside the username you are removing (see Figure 8-4).

Figure 8-4: Removing a Username from the Buddy List

Add a User to the Banning List
1. Open the Banning Center.
2. Select the "BANNING" hyperlink in the bar below the main navigation of the forum.
3. Type the username of the user you are adding in the 'Ignore List' field.
4. Select the 'Ignore User' button.

Remove a User from the Ignore List
1. Open the Banning Center.
2. Select the "BANNING" hyperlink in the bar below the main navigation of the forum.
3. Select the "X" beside the username you are removing.

Send a NEW Private Message
1. Open the Private Message Center.
2. Type in the name of the user you want to send a private message to in the "Send Private Message" text box. If you do not know the user off hand search for the user by selecting the "Search for User" button.
3. Select the 'Send Message' button.
4. Type your message in the body area, once complete select the "Send Private Message" button (see Figure 8-5).
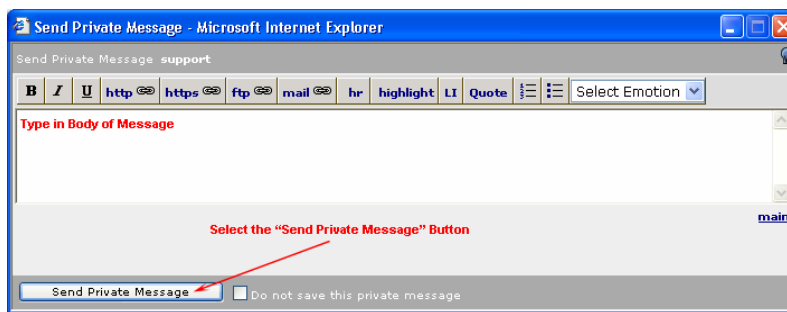

Figure 8-5: Sending a New Message

Read a Private Message
1. Open the Private Message Center.
2. Select the '👓' read icon corresponding to the message you wish to read.
3. The message body/text will appear in a pop-up window (see Figure 8-6). Within this window you can also "Reply" or view the "Message History".
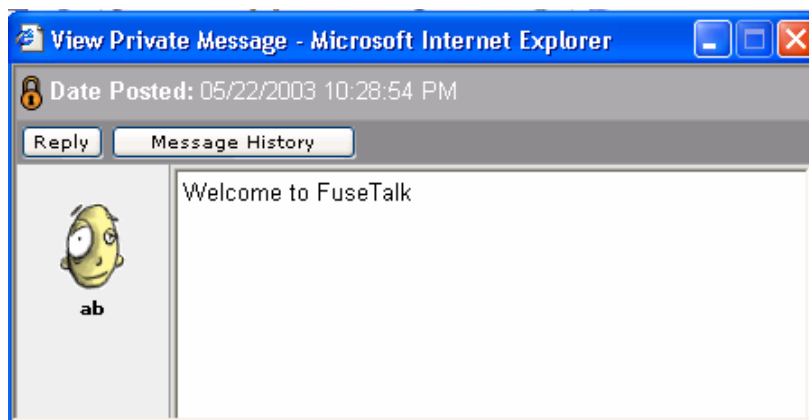

Figure 8-6: Reading a New Message

Reply to a Private Message
1. Open the Private Message Center.
2. Select the '👓' read icon corresponding to the message you wish to read.
3. The message body/text will appear in a pop-up window (see Figure 8-6).
4. Select the "Reply" button to reply to the message.

Delete a Private Message
1. Open the Private Message Center.
2. Select the '🗑' trash icon corresponding to the message you wish to delete.